

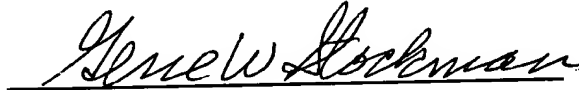
REMARKS

By the present Amendment, Applicants have amended claims 22, 29 and 30 to further clarify the invention by defining the function of the answer center and by referring to a --predetermined user-- rather than "predetermined users". Claims 22-26, 29 and 30 remain pending in the present application.

To the extent necessary, Applicants petition for an extension of time under 37 CFR 1.136. Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, or credit any overpayment of fees, to the deposit account of Mattingly, Stanger & Malur, P.C., Deposit Account No. 50-1417 (referencing attorney docket no. NIP-216).

Respectfully submitted,

MATTINGLY, STANGER, MALUR & BRUNDIDGE, P.C.

A handwritten signature in cursive script, reading "Gene W. Stockman", written over a horizontal line.

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